



Customer Service: *The Right Words at the Right Time*

Manager Worksheet

Now What? Now that you've attended this training, how do you refresh and reinforce good positive customer service skills and expectations with your team? Use this worksheet to help you process your ideas and strategies for engaging your team in improving customer service.

Getting Started

1. Fill out the following table to help you organize your ideas. Consider the following questions as you fill it in:
 - a. *Who are your customers? Are they internal or external? List all the people your team provides "services" to.*
 - b. *What is each customer looking for? What are their needs? What challenges do they bring to you?*

Customer	Internal or External	What they need from your team	Common challenges

- ❖ Would your employees fill this chart out the same way? Would their responses match yours?

2. What do you hope your team is able to provide these customers?

- ❖ Does your team know this? Do you consistently reinforce this and model it? _____

3. How do you define your customer service philosophy and values? _____

With input from your team, take your responses from above and consider developing a Customer Service Mission Statement for your team.

- ❖ Consider using Milwaukee County's Mission Statement as a model: *Milwaukee County Government will provide high quality, responsive services that enhance self-sufficiency, personal safety, economic opportunity and quality of life for all its people.*

Strategy

Now that you've got a mission statement in mind, how do you deliver it and implement it in your department and achieve buy-in from your team?

1. What are your expectations and performance standards for excellent customer service?

_____	_____
_____	_____
_____	_____

❖ Does your team know this? Do you consistently reinforce this and model it?

2. What are the strengths of your department?

_____	_____
_____	_____
_____	_____

❖ Does your team know this? Do you praise them and give credit where credit is due?

❖ Do you use the strengths of individual team members as "teachable moments" to your staff of things that are being done right?

3. What does your department need to work on as a team to achieve this mission? What are some areas that could use development?

_____	_____
_____	_____
_____	_____

❖ Does your team know that these are areas you view as areas for development?

❖ Do you coach your team at the time of the mis-step?

❖ Are you objective and consistent in supporting your staff improve in these areas?

4. How will you as a supervisor/manager, in conjunction with senior leadership and with input from employees, support your team so that they can grow in these areas? _____

_____	_____
_____	_____

What steps will you take to implement this in your area?

_____	_____
_____	_____
_____	_____

Steps to help you Follow-Through and Support:

1. Define great performance. Communicate your expectations, then be consistent in upholding them
2. Maintain a positive, objective attitude
3. Demonstrate respect and fairness.
4. Provide organizational support and training & development opportunities to help your team grow.
5. Provide psychological and emotional support. Be empathetic to the daily challenges your staff encounters. Model positive customer service and coach your staff.